

13. IDVA Website Redesign Concept Paper.doc

Date:

October 30, 2007

Project Name:

Iowa Department of Veterans Affairs (IDVA) Website Redesign

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?:

No

Requesting Agency:

Iowa Department of Veterans Affairs (IDVA)

Project Point(s)-of-Contact: *(include name and phone number)*

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Project Sponsor: *(include name and phone number)*

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Goal:

The goal of this proposal is to receive funding to redesign the Iowa Department of Veterans Affairs website.

Project Purpose:

This proposed project will completely renovate the IDVA website. The new website will include application forms for the Veterans Trust Fund, Veterans Commemorative Property transactions, County Grant Program, Vietnam Bonus Program, Military Home Ownership Program, etc. These forms should be interactive so that counties and veterans may fill them out online and submit them without printing and mailing. There would also be a protected site for the counties to access forms and submit securely, along with other information deemed necessary by the department. The website also will provide documents that are in a read only or protected format, such as contact lists and newsletters.

The new site will also have vital contact information regarding suicide prevention and emergency responders. This will aid in the department's efforts to provide outreach to new veterans and to help prevent further tragedies. Also, extensive links to county, state and federal resources, with an emphasis on mental health services and veteran health care facilities.

An additional page should be made available to families in support of their veteran. This page will provide information on appropriate actions and supportive services for veterans suffering from Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), or other combat related injuries and illnesses.

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Background:

The Iowa Department of Veterans Affairs' website is antiquated for current purposes. The 2006 and 2007 legislative sessions have been extremely active in creating new statewide programs for the department to administer. It is also foreseen that Governor Culver and the legislature will continue to show interest in increasing services to veterans, which will necessitate an increased web presence.

The current site does not adequately meet the needs of the department or the state and does not convey a level of professionalism necessary of a state department to the public and to veterans. Today's veterans are technically savvy and desire the ability to interface with government electronically. Furthermore, the new Iowa Veterans Cemetery's website has been updated to reflect current technology. This website is linked through IDVA's site and the difference is substantial.

The current website provides limited ability to provide veterans and veteran advocates to fill out forms online and submit to the department. Nor does it provide information to veterans and families related to health care and mental health resources.

Expected Results in this Project:

In today's world, a website is often how individuals are introduced to the department. The redesigned website will provide a more updated look to convey credibility to the public and will incorporate interactive features to streamline application processes. Counties should be able to access forms through a password protected link on the site and electronically submit them to the department. Also, veterans should be able to easily navigate the site, access vital information related to healthcare, and have the ability to fill out forms and submit them online.

The new site will enhance the department's ability to serve the veterans of Iowa by essential services in a more user friendly internet environment.

Request: *(include dollar amount and description of what will be purchased - i.e. services, hardware, software)*

\$20,000 is being sought in initial funding to purchase a scope analysis study. This will determine the appropriate needs of the department and Iowa's veterans. No additional hardware or software should be required.

Resources Being Contributed: *(people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)*

Kent Hartwig will contribute 5% of work time with the development team to establish a scope of work and to ensure the project will fit the department's needs. Additional funding from the department is not available.

Interested Parties:

Iowa Department of Veterans Affairs
Iowa Veterans Commission
Iowa County Commissions of Veterans Affairs
Iowa National Guard
Veterans of Iowa and their families

Recipients of this Service:

Iowa Department of Veterans Affairs
Iowa Veterans Commission
Iowa County Commissions of Veterans Affairs
Iowa National Guard
Veterans of Iowa and their families
Citizens of the State of Iowa
